

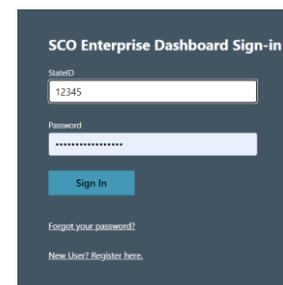
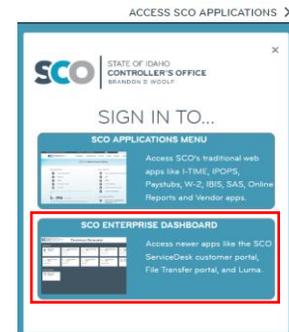
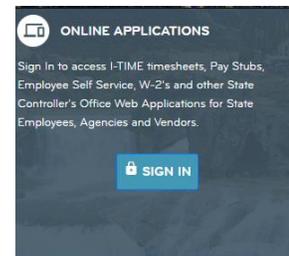


How to access Service Desk

Luma Role: Enterprise Dashboard Users.

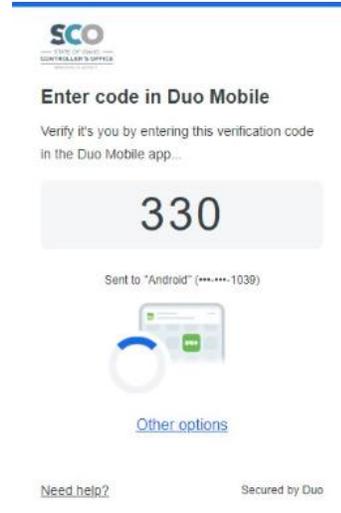
Reason: To access Service Desk through Enterprise Dashboard.

1. Access Enterprise Dashboard by going to **sco.idaho.gov**.
2. Locate the Online Applications box. Click **SIGN IN**.
3. Select **SCO Enterprise Dashboard** option.
4. Enter your **StateID** and **Password**.
5. Click **Sign In**.

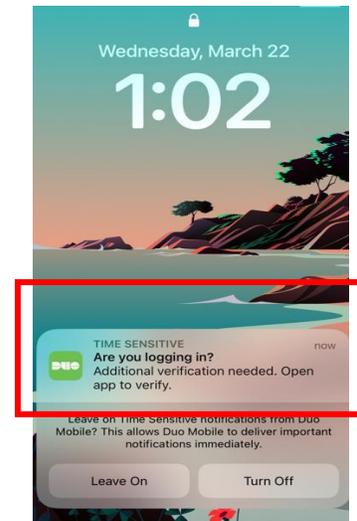


- When you sign-into Enterprise Dashboard you will receive a notification on your desktop.

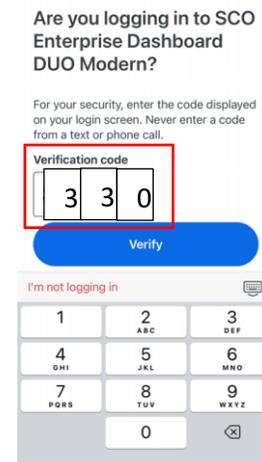
Note: You may want to add the DUO app on your device.



- Your device will receive this message (which is valid for 60 seconds). Open verification screen on your device. The app will open to the image in the following step.



- Add the three digits you see from the Enterprise Dashboard notification (See Step 6) into the Verification code boxes.
- Click **Verify**.



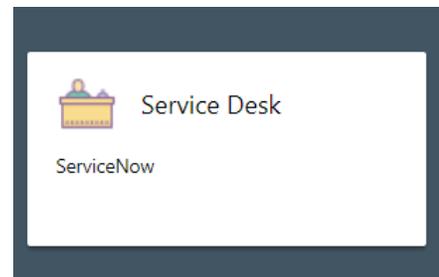
10. You will receive a green **Success** image on your phone and you will receive a Success image on the SCO DUO app. The Enterprise Dashboard will automatically load to your applications page.



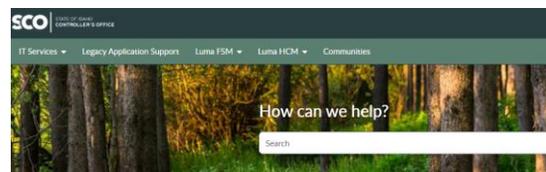
11. The **Enterprise Dashboard Applications** page will appear. The applications are the tenants available to your Security Access based on your Security Role.



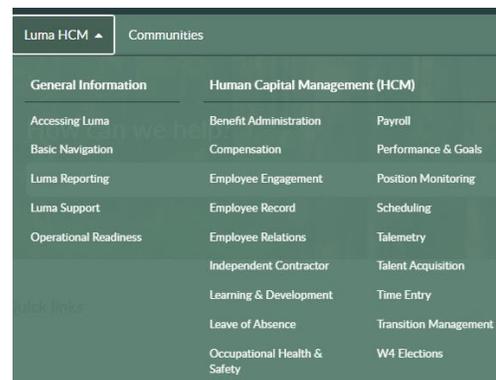
12. Select **Service Desk** tenant (tile).



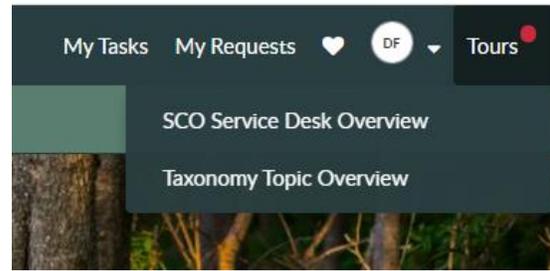
13. Service Desk Access page.



14. **User-friendly views.** Be sure to use drop-down menus to find your favorite links.



15. **Introductory tours** are available and can be found in the top right corner of the introductory page.



Result

You have successfully signed into the Enterprise Dashboard and navigated to the Service Desk.

Date (04/10/23)
Version 1